


ConneCT Public Dashboard – October 2014

Self Service


Pre-Screening

80,746

Screenings completed since implementation
 4.7% growth from previous month


Online Applications

38,737

Applications submitted since soft launch 10/13
 13.8% growth from previous month


MyAccount

92,675

Online client accounts created since implementation 07/08/13
 4.4% growth from previous month

Client Information Line

139,023

Client accounts created over the phone since implementation 07/08/13
 1.9% growth from previous month

ConneCT Online Status

100%

	September 2014	August 2014	July 2014
Total Hours Available	100%	99%	97%
Full Days Available	100%	96%	96%
Total Hours Interruption	0	1	8

DSS Processing & Outcomes

DSS Work Items

6,635,998

Total Documents Scanned since implementation: 6,635,998

	September 2014	August 2014	July 2014
Incoming	443,725	463,038	532,414
Processed	470,042	476,146	512,794

Service Centers



40,572

	September 2014	August 2014	July 2014	June 2014
Walk-Ins	 40,572	40,376	41,597	39,792

Benefits Centers

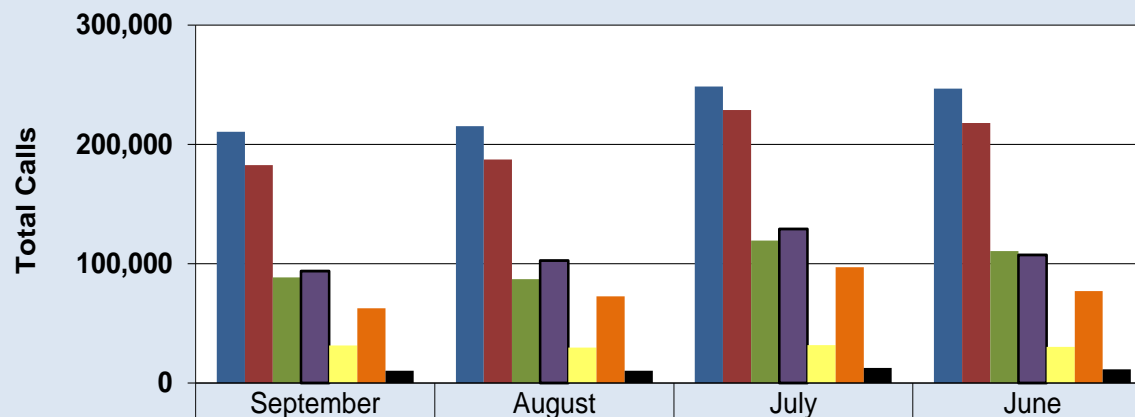
31,461

Total Calls Answered to Date by Benefit Centers (since 7/1/13): 609,114

	September 2014	August 2014	July 2014	June 2014
Average Wait Time (mins)	 66	78	87	76
Calls Answered	 31,461	29,965	31,925	31,781

ConneCT Public Dashboard – October 2014

Number of Calls Placed to the Benefits Center: June - September 2014

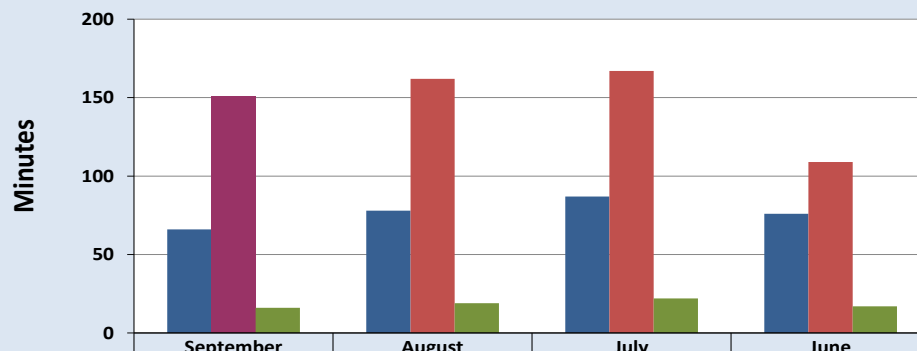


- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

	September	August	July	June
■ Total Calls to the IVR (24 hours period)	210,587	215,222	248,683	246,921
■ Total Calls to the IVR (Business hours)	182,693	187,483	228,771	218,062
■ Total Calls Resolved by the IVR	88,489	87,220	119,509	110,640
■ Total Calls Transferred to the BC	93,999	102,619	129,174	107,422
■ Calls Answered By the BC	31,461	29,965	31,925	30,294
■ Calls Abandoned in BC Queue	62,722	72,639	97,218	77,294
■ Interviews Conducted	10,365	10,557	12,669	11,632

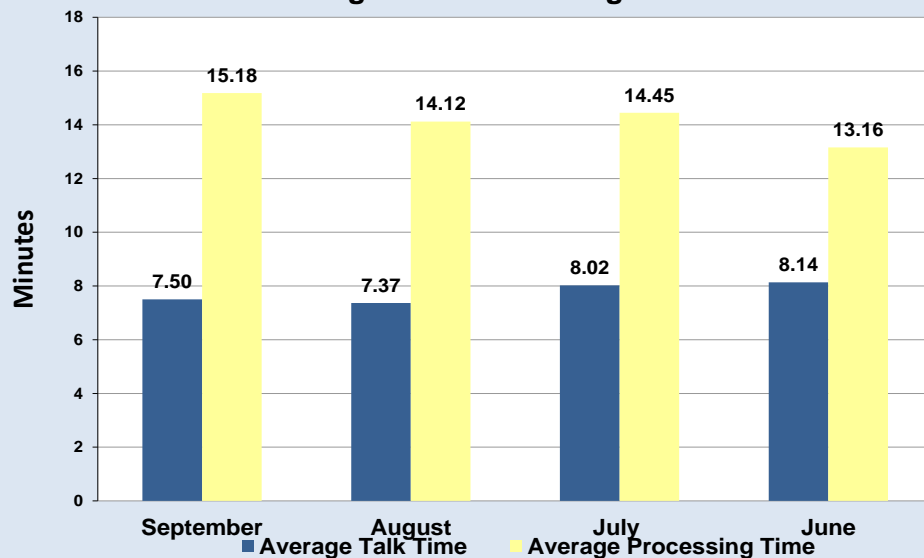
ConneCT Public Dashboard – October 2014

Benefits Center Wait/Abandon Times



- The average wait time for those who entered the queue to speak to a worker

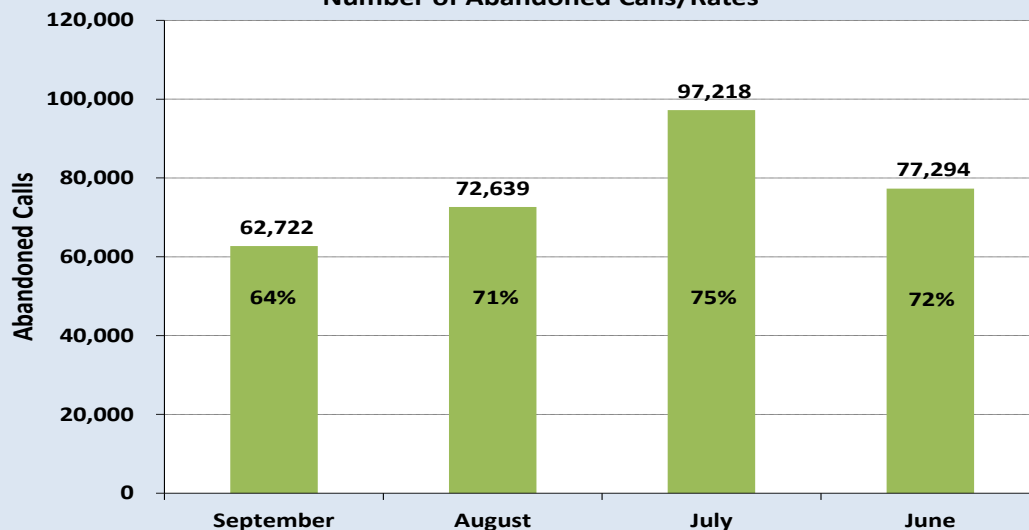
Average Talk-Processing Times



- Average length of time workers talk to caller
- Average length of time workers take to process a case after speaking with caller

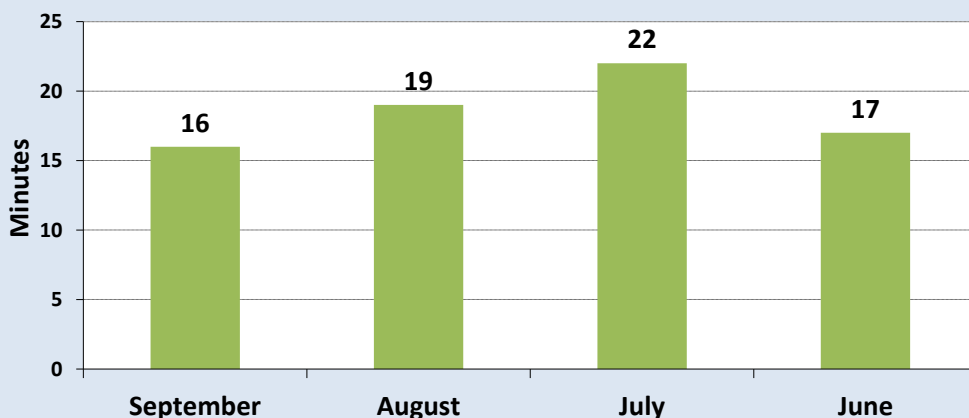
ConneCT Public Dashboard – October 2014

Number of Abandoned Calls/Rates



- Calls that entered the queue to speak to a worker but caller disconnected before worker responded

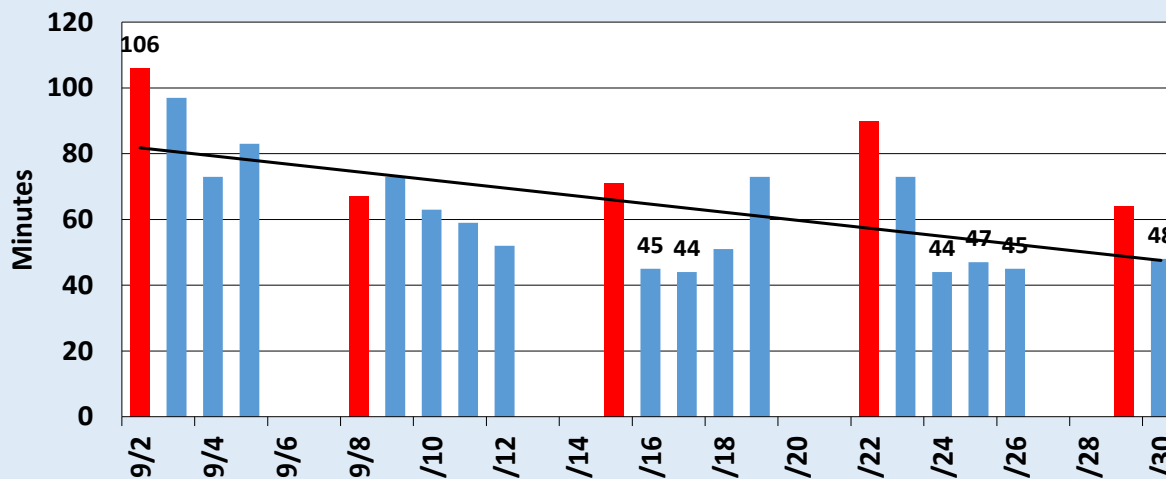
Average Wait Time Before Abandon



- From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded

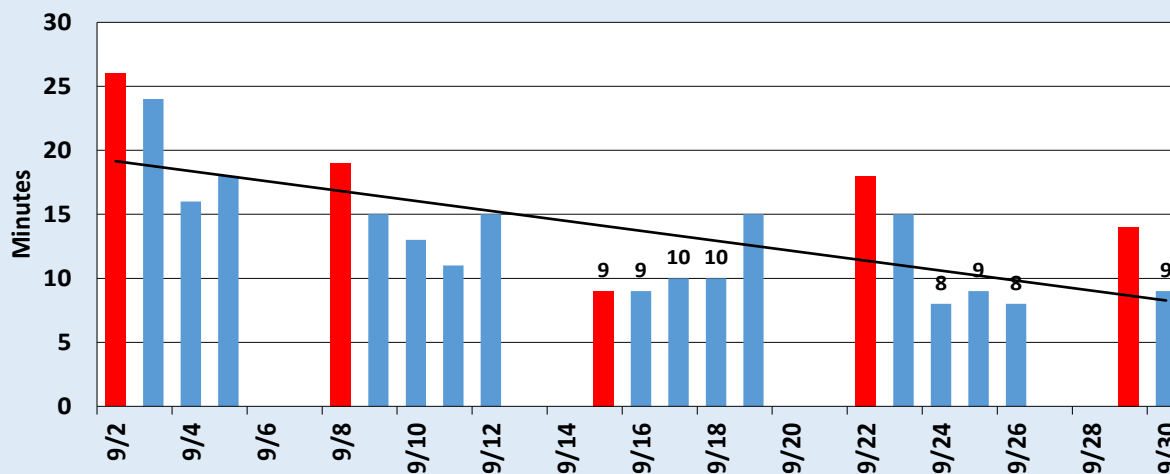
September Trends

September Wait Time



- Key indicators for September indicate decreased wait and abandoned time.

September Delay Before Abandon Times



Red – Monday
Blue – Tuesday to Friday

Benefit Center Activities

- Updated Business Processing Guide 07/2014 ✓
- Altura Assessment of Call Back Functionality 08/2014 ✓
- Updated Business Procedures Guide 09/2014 ✓
- Established BC 'Frontline Workgroup' 09/2014 ✓
- Agent Skillset Standardization 09/2014 ✓
- System Training (Managers/Supervisors) 10/2014
- National Consultation of BC Functionality 10/2014
- Connecticut Career Trainees (CCT)-Training 11/2014
- Receipt and Review of Recommendations 11/2014